

Central Carolina Technical College

# 2001 - 2002 College Annual Effectiveness Report

COLLEGE ANNUAL GOAL	Inst Goal #	OBJECTIVE	USE OF RESULTS / IMPROVEMENTS IN PROGRAMS and SERVICES
1.0 Expand College facilities in the service area.	(1) (10)	<p>1.1 Ensure that budget and other resources are available to support expansion of College facilities in Kershaw County and at the Shaw Center</p> <p>1.2 Manage F.E. DuBose Workforce &amp; Economic Development Center Project</p>	<p>1.1 Installed DSL services for administration and academics at Kershaw campus; upgraded Shaw Center with DSL service; implemented a Help Desk for all faculty, staff, and students; and expanded course offerings and enrollment at Kershaw County off campus location an at Shaw Center</p> <p>1.2 Managed and successfully coordinated Manning construction project – construction on-schedule and with budget; requested and received an additional \$100,000 from Clarendon County for operation of the FE Dubose Workforce &amp; Economic Development Center for FY 03; and converged network design for FE Dubose, including Cisco's IP Telephony for main and FE Dubose campuses Construction on schedule and within budget</p>
2.0 Meet the demands of workforce development by offering and expanding credit and non-credit programs for business and industry.	(1) (8)	<p>2.1 Provide quality instruction to all students regardless of time or location.</p> <p>2.2 Increase FTE enrollment</p> <p>2.3 Develop curriculum to meet the needs of business and industry</p> <p>2.4 Secure appropriate resources, equipment, and physical facilities within budgetary restrictions to support educational programs</p> <p>2.5 Offer non-credit contracted training programs to businesses, industries, or other organizations in the four-county service area.</p>	<p>2.1 Expanded role of curriculum coordinator; completed evaluation of instruction and used appropriately to improve instruction; implemented new Early Care in Education associate degree; implemented scheduling flexibility for alternate delivery; and implemented course offerings for new credit certificates.</p> <ul style="list-style-type: none"> <li>• Future Improvements: Continue evaluation of course content and instruction and use feedback from student evaluations and observations of supervisors to improve instruction and from graduate surveys to determine level of graduate satisfaction and improve programs and services</li> </ul> <p>2.2 Established individual program enrollment goals; developed specific marketing initiatives for selected programs and distributed learning activities; marketed unique programs; increased the number of credit Workforce Certificates based upon industry feedback and assessment; and marketed articulation opportunities to secondary students.</p> <ul style="list-style-type: none"> <li>• Future Improvements: Strengthen comprehensive recruiting and public relation strategies that clearly communicate to College constituents information related to curriculum offerings, program delivery options, and College diversity.</li> </ul> <p>2.3 Used recommendations of all advisory committees to make program improvements; incorporated results of the program reviews from the</p>

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			<p>previous cycle in departmental plans to facilitate changes and improvements in curriculum; expanded Workforce Certificates offerings appropriately.</p> <p>2.4 Implemented sound budgetary planning and resource allocations by recommending the upgrading of current classrooms and instructional facilities to faculty office environment within budgetary restraints.</p> <ul style="list-style-type: none"> <li>• Future Improvements: Develop grant opportunities for alternative funding sources</li> </ul> <p>2.5 Provided non-credit industrial training, contract courses, open enrollment, and information technology opportunities, as well as other special projects as follows: profiled over 60 jobs with Work Keys, serving 15 companies and over 500 people; created Keytrain lab in three local industries and a variety of Lean Manufacturing workshops; consulted with companies of 100 or fewer employees and helped create training sessions; offered and delivered over 500 non-credit courses to industry in the areas of blueprint reading, supervisory development, lean manufacturing, SPC, Kaizan, welding, and CNC operator; expanded EZA opportunities to eight additional companies; offered phlebotomy, multi-skilled technician contract courses to Tuomey Healthcare System, Santee Lynches, Pee Dee and Lake City One Stop; Increased the number of Nursing Asst , Phlebotomy and EMT courses offered new non-credit programs such as Ward Clerk, Medical Coding, EKG, Medical records; served more than 35 students in summer camp offerings Improved rate of offered courses "making" from over 2 years ago by over 70 percent; offered wider selection of community interest courses; developed more than 150 on-line and Ed2go classes; achieve status of certified Microsoft Partner and CompTIA corporate member with six complete MCSE tracks in progress and complete line of certification training, including MCSE, Mous, Network +, A+, Inet+ and Certified Internet Webmaster; became Prometric Testing Center; received \$20,000 grant from Dept. of Health and Human Services to do Alzheimer's awareness training; received grant from International Paper to design and build a mini waste water treatment unit; and added ETC and Wastewater courses and certifications – to include Tenn., Georgia, North Carolina, and Virginia, as well as SC.</p> <ul style="list-style-type: none"> <li>• Future Improvements:</li> </ul>

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			<p>Provide new technical/ industrial programs designed specifically for service area business and industry to the meet demands of the current divergent and volatile economy.</p> <p>Identify appropriate markets for promoting credit and non-credit programs and continue to develop options for increasing enrollment in the Health</p>
<p>3.0 Develop strategies for offering selected courses in a distributed learning environment to improve access to post-secondary education.</p>	<p>(12)</p>	<p>3.1 Provide a comprehensive distance education program.</p> <p>3.2 Increase the use and awareness of the Library and learning resources available for students and faculty</p> <p>3.3 Establish and maintain a technology-rich student-centered learning environment</p>	<p>3.1 Established focus group of faculty and staff to initiate distance education implementation; developed student success guidelines for orientation, registration, and assistance; developed and offered training sessions for faculty, advisors, and pilot-testing; developed standards for course development and delivery; marketed availability of distributed learning courses to students; and ensured all distance education courses comply with regional and program accreditation standards.</p> <p>• Future Improvements:</p> <p>Increase number of course offerings by distance education to serve the needs of students based upon increase in number of students desiring this method of delivery</p> <p>Provide continued support of faculty for training and development of distance courses</p> <p>Maintain high retention rate in distance courses.</p> <p>3.2 Increased communication between the Library staff and faculty to increase and improve library holdings and resources; established coding system for indication that holdings are for historical reference; provided periodic reports from the Library staff communicating current events and new holdings; initiated activities to increase library usage; and developed specific strategies to enhance student use of the academic resources in the Math, Reading, and Writing Centers.</p> <p>• Future Improvements:</p> <p>Identify the needs of all Library users and explore ways to increase overall learning resource uses</p> <p>Implement the recommendations for the expansion of library resources at outreach locations as identified in annual needs assessment</p> <p>3.3 Delivered WebCT training for selected faculty with Director of Curriculum Design/Distance Education; implemented new features for Web</p>

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			<p>For Students; installed 4 additional "Smart Classrooms" on main campus</p> <ul style="list-style-type: none"> <li>• Future Improvements:</li> </ul> <p>Increase distributed learning course offerings to improve service area access to post-secondary education.</p>
<p>4.0 Devise and integrate retention strategies for improving the college's retention and graduation rates.</p>	<p>(2) (3)</p>	<p>4.1 Improve student retention</p> <p>4.2 Increase the effectiveness and availability of the entry-level placement instrument</p> <p>4.3 Establish opportunities for students to achieve certification and licensure</p> <p>4.4 Attract and retain appropriately credentialed, diverse and talented faculty</p> <p>4.5 Ensure consistent and accurate advisement of students</p>	<p>4.1 Established college-wide standards for retention; began development of an improved tracking and reporting system for retention; supported comprehensive student activities program</p> <ul style="list-style-type: none"> <li>• Future Improvements:</li> </ul> <p>Implement College Retention Committee plan and identify effective measures to improve College graduation rate</p> <p>4.2 Reviewed and revised entrance scores for COMPASS and reviewed prerequisites for all courses.</p> <ul style="list-style-type: none"> <li>• Future Improvements:</li> </ul> <p>Review all entrance scores and procedures prior to next academic year for continued relevant and appropriate placement</p> <p>4.3 Implemented program competencies that prepare for licensure and certification; marketed credit and non-credit certifications; promoted and utilized Prometric Testing facilities to encourage students to participate in certification testing to improve employability</p> <ul style="list-style-type: none"> <li>• Future Improvements:</li> </ul> <p>Review guidelines and procedures for maintaining certification testing site and criteria for certification</p> <p>Solicit feedback from AA/AS Advisory Committee and make changes as identified</p> <p>4.4 Increased adjunct faculty salary rate to \$22 per hour budget and improved payroll procedures for adjunct faculty.</p> <ul style="list-style-type: none"> <li>• Future Improvements:</li> </ul> <p>Create environment that encourages the attraction and retention of talented faculty</p> <p>4.5 Developed more comprehensive advisement procedures and provided extensive advisement training to faculty</p>

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			<ul style="list-style-type: none"> <li>Future Improvements: Continue development of streamlined and efficient procedures in the Student Services area Implement improvements based registration Critique results Identify areas for improvement from the results of the Program and Services survey Emphasize the financial aid responsibilities to students</li> </ul>
5.0 Implement recommendations delineated in the deferred maintenance study and execute applicable portions of the College's Facilities Master Plan.	(5) (7)	5.1 Initiate implementation of recommendations from the deferred maintenance study and master plan study conducted in FY 01—where resources are available.  5.2 Continue refurbishment of Building 400	5.1 Managed and coordinated various renovation and refurbishment projects to improve the appearance and facilities of the campus as follows: painted interior of Shaw Center and various classrooms, offices, and restrooms in buildings 200, 500 & 600; carpeted offices and classrooms/computer labs in buildings 100, 200, 400, and Shaw Center; installed handicapped-accessible (electric) doors for buildings 100, 200 & 600 and the Building 300A entrance; upgraded energy management systems in buildings 100, 200, and 600; installed new electronic marquis; and repaired Shaw Center signage. In addition, outsourced janitorial services, resulting in an annual savings of \$80,000 - \$100,000.  5.2 Coordinated and successfully managed building 400 HVAC project to encourage growth and expansion of industrial programs and lowering of energy costs  <ul style="list-style-type: none"> <li>Future Improvements: Continue to deploy applicable portions of College Facilities Master Plan and appropriate deferred maintenance actions.</li> </ul>
6.0 * Provide access to the College by increasing the percentage of high school students in Lee and Kershaw Counties. (1D/1E Mission Focus_ Performance Indicator)	(4) (10)	6.1 Respond to outreach needs.	6.1 Increased outreach by 10% from previous year; implemented procedures for consistent, efficient, and effective outreach offerings; provided training at outreach locations; expanded course offerings at the Kershaw County site and at Shaw Center; expanded Continuing Education offerings in outreach and meet community needs; collaborated with administrations in all secondary schools and increased course offerings in secondary schools by 3% from previous year  <ul style="list-style-type: none"> <li>Future Improvements:</li> </ul>

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			<p>Continue to Increase number of course offerings for outreach students            Improve services for dual enrolled students            Implement flexible course scheduling            Implement sound procedures for outreach scheduling.</p>
<p>7.0 Increase opportunities to analyze data and measure the effectiveness of the College in achieving its mission.</p>	<p>(6) (7)</p>	<p>7.1 Develop and submit College reports responding specifically to internal institutional effectiveness processes; performance-based funding, SC ACT 629, ACT 359; and federal requirements.</p> <p>7.2 Maintain regional and program accreditation</p> <p>7.3 Review and revise College policies (directives) and procedures as appropriate to maintain their currency and relevance.</p> <p>7.4 Coordinate and provide effective professional development opportunities and training to all College personnel</p> <p>7.5 Conduct program reviews in accordance with SBTCE, PBF, and Institutional Effectiveness guidelines</p> <p>7.6 Ensure that all faculty and staff have access to accurate and timely information to improve communication and enhance the culture of the College</p> <p>7.7 Implement new fixed assets system at the College level</p> <p>7.8 Transfer responsibility for processing purchase orders for bookstore items for resale from purchasing department to the bookstore</p> <p>7.9a Provide increased technology-based solutions to enhance efficiency and respond to the operation and management needs of the College and delivered in a timely and effective manner</p> <p>7.9b Increase the flow and value of information</p> <p>8.0 Institute a conceptual design for the College's next strategic planning document.</p>	<p>7.1 Reviewed and implemented the CHE (external review of Institutional Effectiveness division) Data Verification Visit Report recommendations; improved processes and procedures to validate data and ensure integrity of all College reports; and set and monitored benchmarks</p> <p>• Future Improvements:            Refine processes for evaluating performance and using the results to document institutional improvements based on CHE external review.            Continue to provide appropriate data collection and analysis to substantiate institutional improvement, external accountability, and the effectiveness of the College in achieving its mission.</p> <p>7.2a Submitted report documents to the COC and program accrediting agencies, including ACBSP, QES, NLNAC, State Board of Nursing, and other appropriate health science accrediting agencies; and completed self-studies and site visits for ABET and ABA.</p> <p>7.2b Developed strategies for proposed substantive change involving the F.E. DuBose Center.</p> <p>• Future Improvements:            Continue to review maintain standards for all regional and program accreditation for the improvement programs and services and refine plans for substantive change notification based on next year's enrollment and activities at F.E. DuBose Center.</p> <p>7.3 Initiated the review and revision of Directives and procedures in order to eliminate duplication and strengthen all College programs and services.</p> <p>• Future Improvements:            Continue to monitor all College procedures and identify any changes and/or recommendations for the revision of directives</p> <p>7.4 Formulated PDP plans that supported quality instruction for all faculty and staff; offered PDP activities that support a distributed learning environment; recommended more varied PDP format to accommodate</p>

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			<p>faculty schedules; provided training on electronic services including Pipeline, WebCT, electronic processes, etc; and utilized grant funds for faculty and staff PDP activities</p> <ul style="list-style-type: none"> <li>• Future Improvements: Continue to evaluate all PDP activities and identify the most effective use of funding resources for continued improvement</li> </ul> <p>7.5 Validated program competencies through communication with the industry/business community and advisory committees and improved systematic procedures for program review</p> <ul style="list-style-type: none"> <li>• Future Improvements: Implement recommendations for program improvement</li> </ul> <p>7.6 Completed reviews of all official College publications; held periodic events to enhance communication among College personnel; and improved distribution of term schedules, publication of college-wide events, communication of organizational structure and roles of employees, and communication to adjunct faculty</p> <p>7.7 Decentralized the implementation of Fixed Assets module of FRS; improved and made more efficient the process of accounting, recording, tracking and maintaining fixed assets; and provided the ability to meet new reporting requirements of GASB</p> <p>7.8 Hired new bookstore manager, resulting in tremendous improvements in bookstore service, procedures, and profits; utilized MBS system for purchase orders for resale items; and implemented online booklists and increased supply of used books for students</p> <p>7.9 a &amp; b Implemented the automated EPMS/FPMS system; achieved outstanding audit results from the annual internal inventory audit and the external annual audit—both with no findings or recommendations; received a Certificate of Achievement for Excellence in Financial Reporting for the FY 2001 Comprehensive Annual Financial Report (CAFR) from the Government Finance Officers Association for the seventh year in a row; installed Cisco PIX Firewall; implemented Classroom Management module of SIS; implemented Leasing Program for computer labs with 3-year replacement</p>

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			<p>cycles; successfully decentralized the HR system—transferring it from State Tech to CCTC with no impact on services to employees; implemented new campus-wide email system; installed a new voice mail system; developed and delivered “College on the Move”—Campus Pipeline, Work Orders, Car Reservations, Directives, Web for Employees, Web for Faculty; and converted from CORE to CERS information system to accommodate new State Tech Reporting System.</p> <ul style="list-style-type: none"><li>• Future Improvements: Provide increased technology-based solutions that enhance efficiency and customer service at the College.</li></ul> <p>8.0 Defined the specific processes to be included in 2004-2009 strategic planning and the design of the College document</p> <ul style="list-style-type: none"><li>• Future Improvements: Develop timeline and Initiate plans for development of a new five-year College strategic plan.</li></ul>